



General Certificate of Secondary Education  
2012

Centre Number

71

Candidate Number

# Hospitality

## Unit 1: The Hospitality Industry

[GHP11]

WEDNESDAY 16 MAY, MORNING

**TIME**

1 hour 30 minutes.

**INSTRUCTIONS TO CANDIDATES**

Write your Centre Number and Candidate Number in the spaces provided at the top of this page.  
Write your answers in the spaces provided in this question paper.  
Answer **all ten** questions.

**INFORMATION FOR CANDIDATES**

The total mark for this paper is 80.  
Figures in brackets printed down the right-hand side of pages indicate the marks awarded to each question or part question.  
Quality of written communication will be assessed in questions **9** and **10**.

For Examiner's use only

Question Number	Marks
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	

Total Marks

1 (a) The hospitality industry can be divided into two sectors.

Identify the sector for each of the outlets below.

Outlet	Sector
Chinese Restaurant	
School Cafeteria	
Fast Food Outlet	
Prison Canteen	

[4]

(b) Write down **two** types of external customers on a cruise ship.

1. \_\_\_\_\_ [1]

2. \_\_\_\_\_ [1]

(c) Explain the term internal customers.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ [2]

Examiner Only	
Marks	Remark



© Stoweflake Mountain Resort and Spa

2 Many hotels provide conference facilities.

(a) Write down **two** groups of customers who may use these facilities.

1. \_\_\_\_\_ [1]

2. \_\_\_\_\_ [1]

(b) Write down **two** items of equipment a group may need during a conference.

1. \_\_\_\_\_ [1]

2. \_\_\_\_\_ [1]

(c) A charity organisation is holding a fundraising dinner in a local hotel.

Write down **four** pieces of information that should be recorded by the banqueting manager when the reservation is being made.

1. \_\_\_\_\_ [1]

2. \_\_\_\_\_ [1]

3. \_\_\_\_\_ [1]

4. \_\_\_\_\_ [1]

Examiner Only	
Marks	Remark



5 (a) Write down the meaning of the abbreviated term RIDDOR.

R \_\_\_\_\_  
 I \_\_\_\_\_  
 D \_\_\_\_\_  
 D \_\_\_\_\_  
 O \_\_\_\_\_  
 R \_\_\_\_\_ [6]

(b) The Health and Safety at Work Act 1974 applies in all workplaces to ensure the health and safety of both employees and employers.

Explain **three** examples of how this Act is applied within the hospitality industry.

1. \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_ [2]

2. \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_ [2]

3. \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_ [2]

Examiner Only	
Marks	Remark



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6 Good communication is essential in the hospitality industry.

Complete the table by identifying **two** examples of how reception staff may use each type of communication when dealing with customers.

Type of Communication	How reception staff use this method
<b>Body Language</b>	1. _____ _____ 2. _____ _____
<b>Written</b>	1. _____ _____ 2. _____ _____

[4]

Examiner Only	
Marks	Remark







- 10 (a) Jobs in the hospitality industry are advertised using a wide variety of sources.

Write down **two** different advantages for each of the sources below when looking for job vacancies.

Source of Job Advertisement	Advantage of source
<b>Newspaper</b>	1. _____ _____ 2. _____ _____
<b>Recruitment Agency</b>	1. _____ _____ 2. _____ _____
<b>Job Centre</b>	1. _____ _____ 2. _____ _____

[6]

- (b) The Internet is widely used to source job vacancies within the hospitality industry.

Evaluate the use of the Internet when trying to find employment in a large hotel chain.

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Examiner Only	
Marks	Remark



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